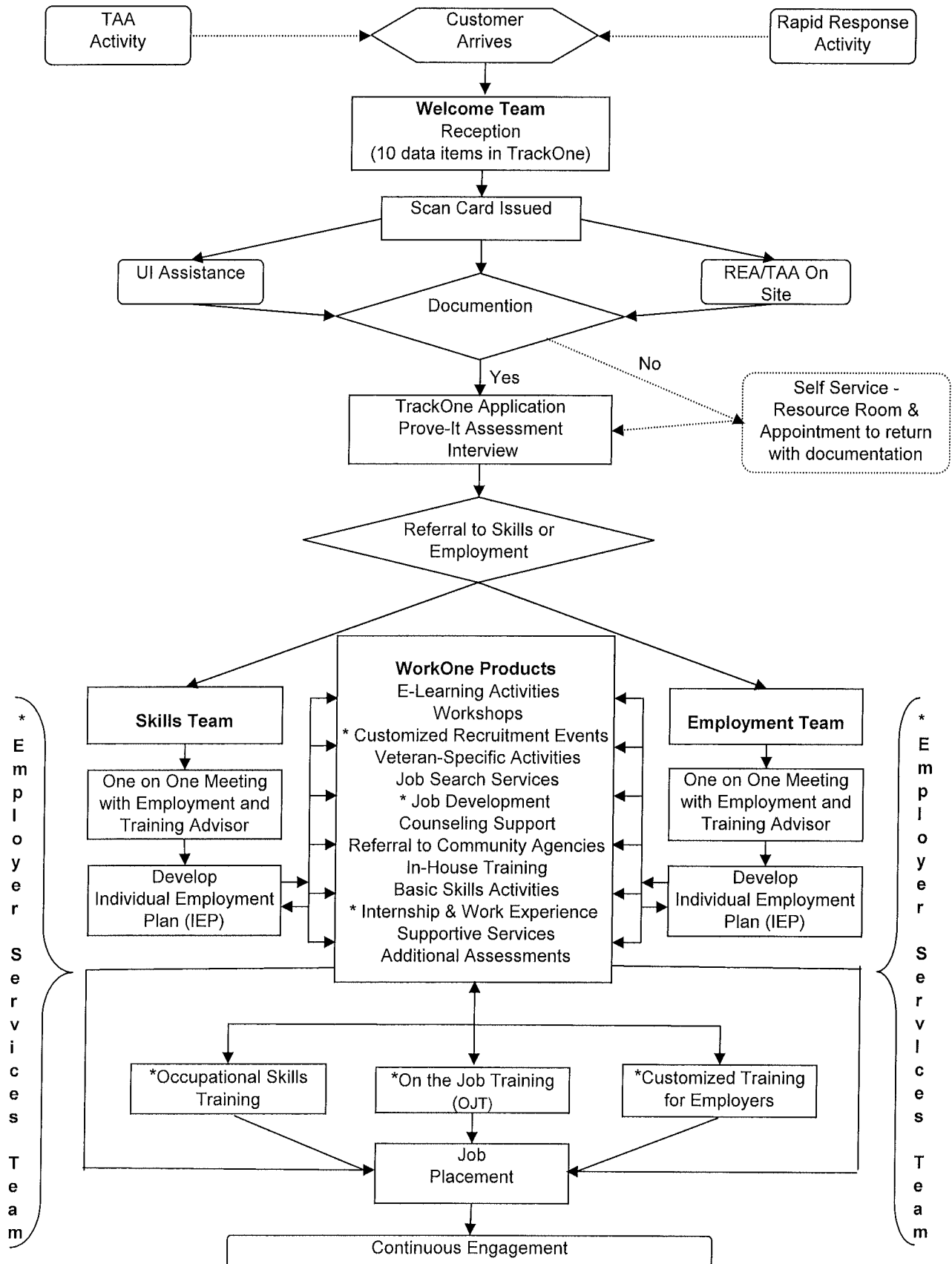


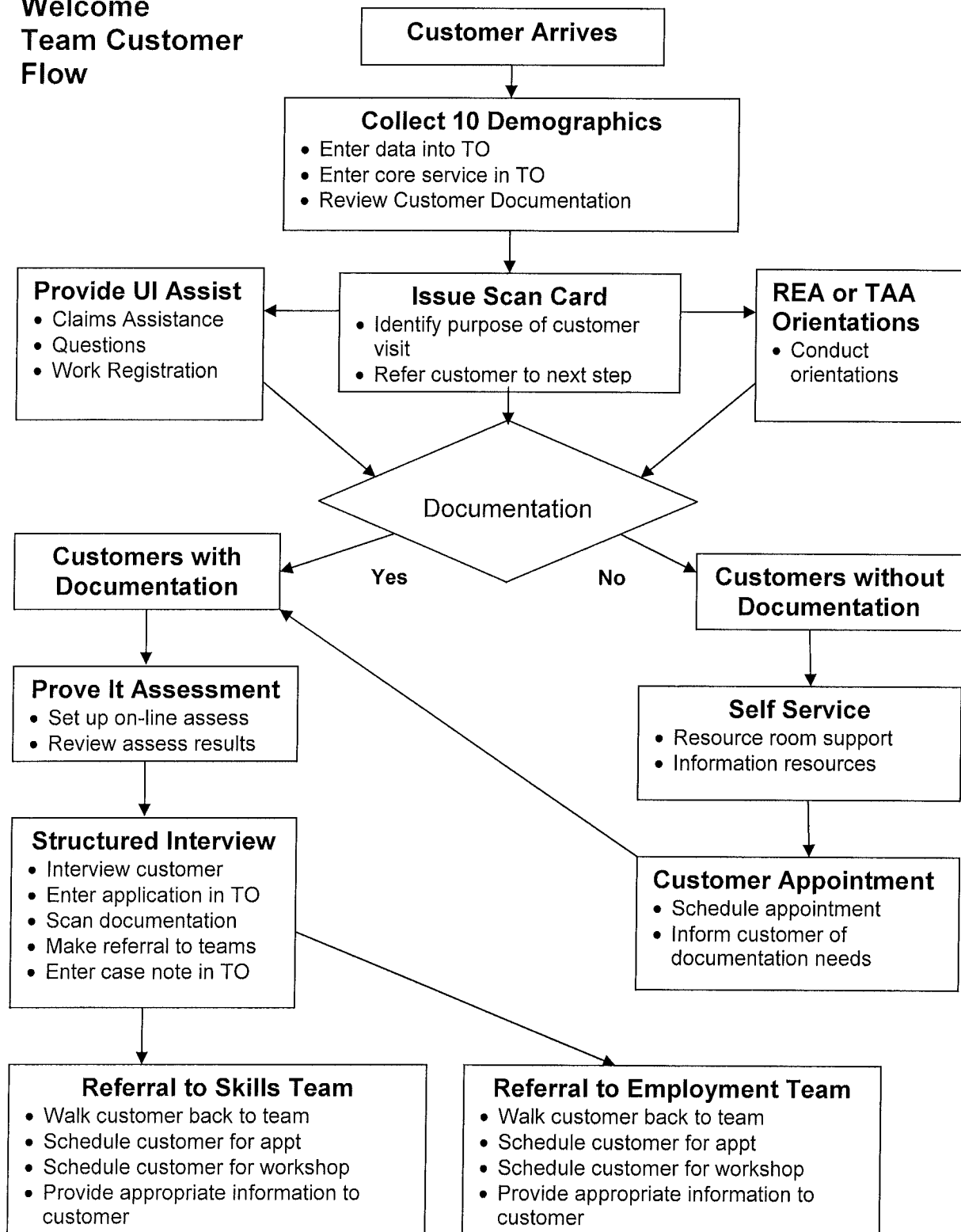
Attachments

- I Customer Flow Charts
- II Service Principles
- III Functional Position Descriptions

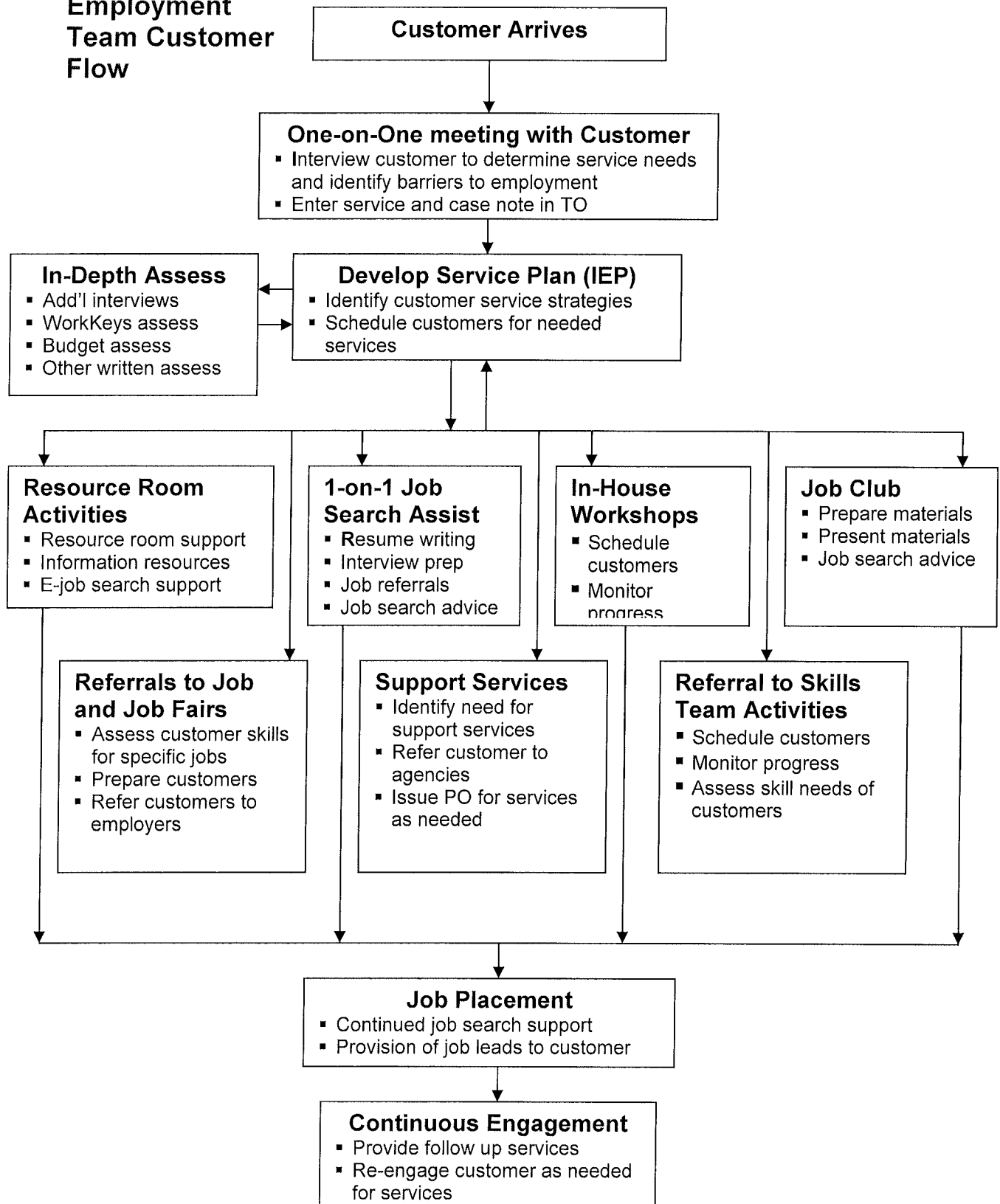
WorkOne Northeast Service Flow



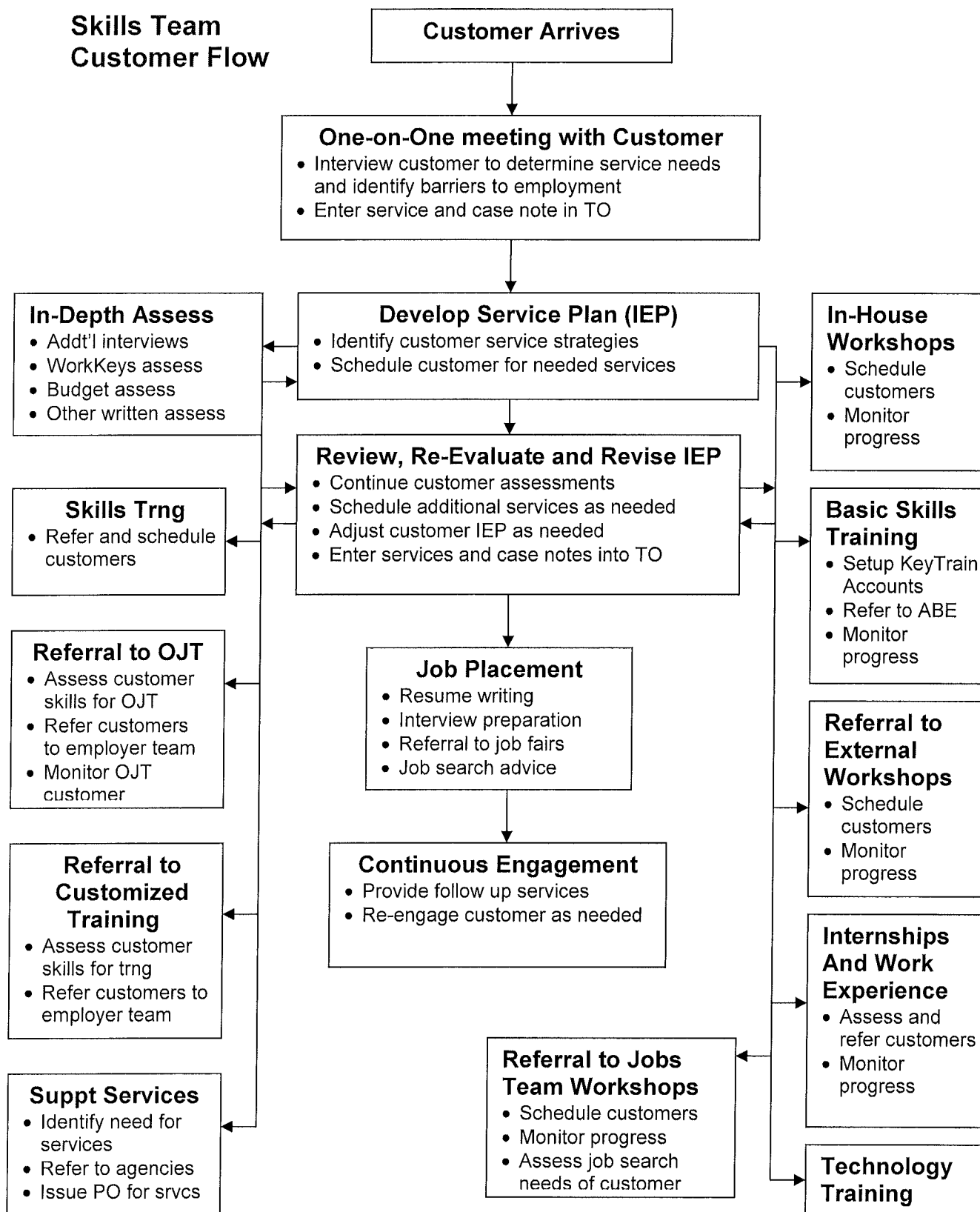
Welcome Team Customer Flow



**Employment
Team Customer
Flow**



Skills Team Customer Flow



WorkOne

Northeast

WORKONE DELIVERY SYSTEM INTEGRATED SERVICE PRINCIPLES

All customers will be provided uniform high quality service.

All customers will receive courteous and prompt service. All customers will receive individualized skills assessment and career counseling.

All customers will have the opportunity to know their skills and to increase their skills; and, all customers will be given the opportunity to find employment based on their skills.

WorkOne staff will enter customer service data in TrackOne accurately and in real time.

WorkOne staff will serve all target groups effectively and efficiently.

WorkOne staff will be organized by functional teams. Team members will be prepared to serve customers in all functional teams.

Services will be offered and provided in proportion to industry growth, demand human resources and population demographics.

All WorkOne staff will be skilled and credentialed by a training program approved by WorkOne Northeast.

All staff will participate in establishing and meeting performance measures.

WorkOne

Northeast

*Serving: Adams, Allen, DeKalb, Grant, Huntington,
LaGrange, Noble, Steuben, Wabash, Wells,
and Whitley Counties*

Our Promise to You...

- ☐ **Prompt, Courteous and Professional Service**
- ☐ **Knowledgeable and Trained Staff to Serve You**
- ☐ **Personalized Career Counseling and Services**
- ☐ **An Opportunity to Know and Improve Your Skills**
- ☐ **The Same High Quality Service in EVERY WorkOne Location**

Are We Keeping Our Promises?

Please tell us by completing our survey.

We want to serve you better!

Position: WorkOne Center Supervisor
Accountable to: Regional Operator WorkOne Manager

Responsibilities:

- Actively supports and embraces WorkOne Northeast's vision and mission.
- Oversees effective delivery of services in accordance with WorkOne policies and procedures. Ensures staff adherence to WorkOne policies and procedures for delivery of services.
- Develop plans for improved customer service and performance by communicating openly with staff, listening to ideas and suggestions, embracing innovation and providing continual candid feedback. Involve staff in decision making and allow them to take ownership of the system.
- Communicate information to staff and support agency initiatives through regularly scheduled staff meetings. Information to be communicated includes but is not limited to: policies & procedures, performance, customer feedback, community information, workforce intelligence and service delivery flow.
- Ensures maintenance of files in TrackOne and other databases. Ensures proficiency of team members in usage of TrackOne and other systems. Ensures real time and accurate data entry of customer information.
- Ensures staff time is charged appropriately by function, funding stream and within budget.
- Identify and implement solutions to problems regarding operations, client flow and technology.
- Work with staff to understand and meet/exceed performance expectations established by USDOL, Regional Operator and Regional Workforce Board.
- Ensure center develops and maintains professional working relationships with corporations, businesses, labor unions, training organizations, educational institutions, and area social service agencies.
- Work with Regional Operator to develop WorkOne center budget. Manage center operations with established budgets.
- Assist Regional Operator in design and implementation of services and in development of appropriate policies and procedures.
- Empower team leaders to identify and develop their staff as the leaders for the future and to foster an open, innovative and aggressive team approach to service delivery in the WorkOne system.
- Identify and evaluate performance expectations for team leaders and staff within the center. Identify and implement development tools including certifications and credentials for staff.
- Assist in interviewing candidates for job openings, provides orientation and training to new staff, and makes recommendations on personnel issues relative to personnel under direction of this position.
- Promotes innovative changes in WorkOne system.
- Serve as liaison as between Regional Operator and WorkOne center teams.
- Prepares and monitors reports, plans and budgets for all center activities.
- Performs related duties as assigned.

Qualifications

- Minimum of three years professional work experience in the workforce development system.
- Ability to meet or exceed performance outcomes; effectively manage and maintain budget; and interpret, comprehend, articulate and comply with applicable Federal, State and Regional Operator policies and procedures.
- Knowledge of principles and methods for curriculum and training design and instruction for individuals and groups.

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resource modeling, leadership technique, production methods, and coordination of people and resources.
- Extensive knowledge and understanding of the following including, but not limited to, Workforce Investment Act, Wagner-Peyser, Veteran's Services, and Trade Adjustment Assistance.
- Ability to multitask.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Ability to compile, analyze and evaluate data, make determinations, and present findings.
- Ability to occasionally work extended hours, evenings, weekends, and travel out of town for meetings, trainings and workshops, sometimes overnight.
- Possession of valid driver's license and demonstrated safe driving record.

Position: WorkOne Team Leader
Accountable to: WorkOne Center Supervisor

Responsibilities:

- Directs, coordinates and manages operations of assigned functional team including establishing service priorities, staff schedules, work flows, and relationships with other functional teams.
- Oversees and ensures maintenance of files in TrackOne and other databases. Ensures proficiency of team members in usage of TrackOne and other systems. Ensures real time and accurate data entry of customer information.
- Ensures staff time is charged appropriately by function, funding stream and within budget.
- Reviews and analyzes TrackOne data and reports. Identifies issues and works with team to solve problems.
- Oversees team operations including verification of customer eligibility, worksite records, application, program materials and maintenance of resource area.
- Monitors staff adherence to WorkOne policies and procedures for delivery of service.
- Assures quality customer service by monitoring workflow, staff schedules and customer feedback.
- Promotes innovative changes in WorkOne system.
- Provides a variety of services for customers regarding training, employment, and supportive services including referrals, counseling, and follow-up sessions.
- Responds to and assists staff regarding issues.
- Performs related duties as assigned.

Qualifications:

- Minimum of three years professional work experience in the workforce development system.
- Ability to meet or exceed performance outcomes; interpret, comprehend, articulate, and comply with applicable federal, state and Regional Operator policies and procedures.
- Extensive knowledge and understanding of the following including, but not limited to, Workforce Investment Act, Wagner-Peyser, Veteran's Services, and Trade Adjustment Assistance.
- Ability to multitask.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Ability to compile, analyze and evaluate data, make determinations, and present findings.
- Ability to occasionally work extended hours, evenings, weekends, and travel out of town for meetings, trainings and workshops, sometimes overnight.
- Possession of valid driver's license and demonstrated safe driving record.